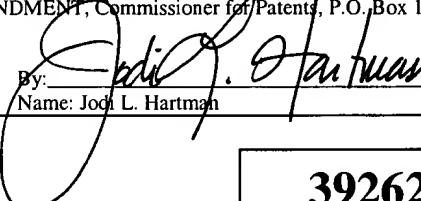


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: Van Doren, B.  
Serial No.: 09/474,643 Group Art Unit: 3623  
Filed: December 29, 1999 Docket: 60027.0326US01/BS98041  
Title: SYSTEM AND METHOD FOR ELIMINATING AN UNNECESSARY DISPATCH OF A SERVICE TECHNICIAN

**CERTIFICATE UNDER 37 CFR 1.8:**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop AMENDMENT, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on September 15, 2004.

By:   
Name: Jodi L. Hartman

Mail Stop AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**39262**  
PATENT TRADEMARK OFFICE

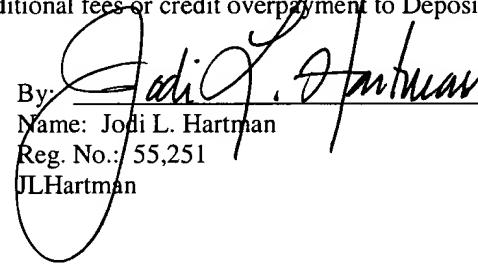
Sir:

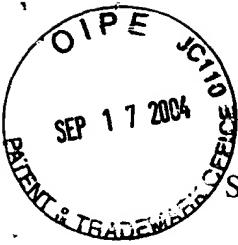
We are transmitting herewith the attached:

- Transmittal Sheet in duplicate containing Certificate of Mailing
- Amendment (18 pages)
- Return postcard

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers or any future reply, if appropriate. Please charge any additional fees or credit overpayment to Deposit Account No. 13-2725. A duplicate of this sheet is enclosed.

MERCHANT & GOULD P.C.  
P.O. Box 2903, Minneapolis, MN 55402-0903  
404.954.5100

By:   
Name: Jodi L. Hartman  
Reg. No.: 55,251  
JLHartman



S/N: 09/474,643

PATENT

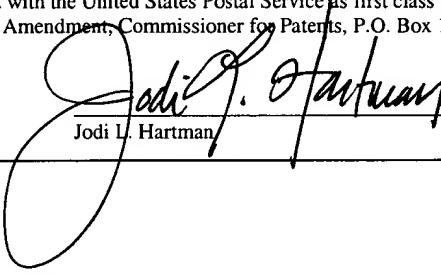
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: Van Doren, B.  
Serial No.: 09/474,643 Group Art Unit: 3623  
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Title: System and Method for Eliminating an Unnecessary Dispatch  
of a Service Technician

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on September 15, 2004.

  
Jodi L. Hartman

AMENDMENT

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

The present communication is in response to the Office Action dated June 15, 2004. Please enter the following amendments to the claims and consider the following remarks addressing all points raised by the Office Action as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 10 of this paper.